

Network Telephone Services, Inc.

Stability. Experience. Quality.

With new, small, service providers cropping up everywhere, offering all kinds of promises and services, it's easy to get confused. The fact is that Network Telephone Services, Inc. (NTS) is one of the leading service bureaus in the industry. With close to a decade of experience, we handle thousands of numbers and answer hundreds of thousands of calls per day. Our strength lies in having a diverse and always expanding product portfolio that allows our clients the ability to maximize their potential revenues. Be it 800, 900, 976, recorded or live, we answer the calls, process billing, provide 24-hour customer service and detailed daily call reports.

Our clients thrive on access to a variety of applications and services that have been tested for marketability, profitability and technical quality. Our investment in the future of this business goes beyond equipment and technology. We believe that our staff is among the most knowledgeable and capable in the telephony arena.

NTS does all the work and we mean all the work for you! We analyze your programming needs, reserve the phone numbers, help develop your application, hook you up with the best telephone carrier (AT&T, MCI, Sprint, etc.) for your specific program(s), bring you on-line and maintain the entire system.

If it's technology you're interested in, NTS gives you excellent program diversity with Tandem switches, ACDs, PBXs, VRUs, and uniquely designed, adaptable conferencing and product specific platforms. We offer sophisticated ANI and ISDN fraud prevention technology as well as the largest credit card and ANI database of both positive and negative callers.

ACCESS AND CALLER BILLING

Network Telephone Services is unique in the industry because we offer every access and caller billing option available as well as our own proprietary plans. Among them are new programs to strengthen information providers' marketing efforts and increase billable minutes:

"800 Assured Payment Plan"... a traditional Visa/MasterCard billing option that provides the program sponsor with assured payments. NTS and its marketing partner, Frontier Credit, accept responsibility for all bank merchant account fees, credit card processing fees, service bureau costs, access and transport costs, live monitor costs and chargebacks.

NTS introduces the "IBS Calling Card"... a new, unique way for callers to access audiotext programs from anywhere they choose without a credit card.

"No 900 Chargebacks"... a caller billing program with assured payouts to participating IPs and accelerated cash flow with Receivable Financing service.

"Private Billing"... Charges are billed on the callers' monthly telephone bills, itemized on a page that details 900 calls and where a toll free 800 live customer service appears.

"011 International Calling Options"... Calls that originate domestically and terminate internationally are the perfect compliment to 800 or 900 applications and are the answer to calls that fall through the system due to credit denial or ANI negative information. There are no chargebacks ever!

THE BEST LIVE OPERATORS

NTS employs hundreds of live operators at our very own monitoring facility. Every operators' station is furnished with only state-of-the-art equipment. Maximum hold times as well as repeat call-ins are achieved by means of a continuous review process.

24-HOUR LIVE TECHNICAL CUSTOMER SERVICE

The audiotext business never sleeps! We're answering the calls 24 hours a day and we know that our clients need information on their line(s) and their business on an ongoing basis. Our customer service department has the answers and will do everything possible to address your concerns quickly, efficiently and courteously: 24 hours a day everyday. We're also available to consumers 24 hours a day for inquiries and credit services.

OUR COMMITMENT TO THE FUTURE AND YOU

At NTS we offer all the support you'll need to help make your audiotext program a success: be it entertainment, information or business-to-business. One-stop shopping with complete service from installation, advertising support and customization to staffing, management and sophisticated reporting systems. We look forward to the challenges of the future knowing that we'll be there, before the competition!

We welcome the opportunity to work with you on your creative programs and know that together we can make them profitable products.

Put the strength, experience and versatility of NTS to work for you! Call us today: 800-727-6874

CERTIFICATE OF SERVICE

I, Martha Marshalek, hereby certify that the foregoing Comments of Southwestern Bell Telephone Company in Docket 93-22, have been served this 10th day of October, 1994 to the Parties of Record.

Martha Marshalek

Martha Marshalek

October 10, 1994

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